

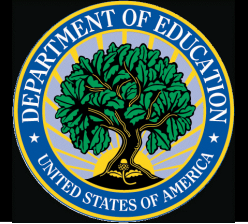


*“We Help
Put America
Through
School”*

TO 51 – Rational Tool Implementation Support
Deliverable 51.2.1a Monthly Tool Support Activity Report -
October

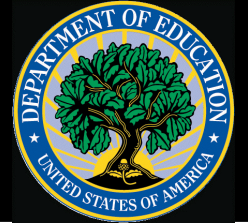
October 7, 2001

Report Agenda



- Team Updates
- Tool Metrics (Expanded)
- Project Status and Descriptions
- Issues and Action Items

Team Updates



- Updates to coaching course material
 - No updates this period.
- Continuous Improvement Process updates
 - License Usage Stats.xls – This file helps to track number of ClearQuest accounts, accounts per project, and Enterprise and AnalystStudio license usage by those users. RequisitePro license usage will also be tracked.

Team Updates (continued)



■ Best Practice documents repository

- The deliverables submitted by the Rational team and other key documents will be stored in eProject in the Documents section of the “TO 51 – Rational Tool Implementation Support” project. The complete repository will be delivered to FSA at the completion of the Task Order.
- The following document was added to eProject:
 - 51.1.3 Deliverables
 - TO 51.1.3i October Report.ppt (NEW)
 - Miscellaneous
 - License Usage Stats.xls (NEW)

Tool Metrics



Tool	In-Production Projects	In-Progress Projects	Planned Projects
ClearCase	<ul style="list-style-type: none"> •EAI •FMS •Portals Rollout 	<ul style="list-style-type: none"> •eZ-Audit •NSLDS II (continuing work on installs, training, and user accounts; scheduled to be in production October 18th) 	<ul style="list-style-type: none"> •eCBS
ClearQuest	<ul style="list-style-type: none"> •Application Excellence •COD •CRM4FSA (on hold) •EAI/ITA •eCBS •ECM •FSA Security (on hold) •NSLDS II (integrated with ReqPro) •Portals Rollout •SLC 	<ul style="list-style-type: none"> •Portals Rollout (adding an additional record type) 	<ul style="list-style-type: none"> •eZ-Audit •FSAnet Redesign
RequisitePro	<ul style="list-style-type: none"> •eZ-Audit •Lender Payment Process Redesign •NSLDS II (integrated with ClearQuest) 		<ul style="list-style-type: none"> •COD (on hold) •CRM-4FSA

Tool Metrics for September (ClearCase and RequisitePro)



Tool	Project	Estimated Active Users	Users with Access to the Project	In Production (Yes/No)/ Comments
ClearCase	EAI	25	25	Yes
	eZ-Audit	0	0	No, the project is still in the planning phase.
	FMS	1	18	Yes, but yet to be integrated into the team.
	NSLDS II	0	0	No, scheduled for 10/18. It is expected that 25-30 users will be using ClearCase by the end of October.
	Portals Rollout	0	0	Yes, but team using Visual SourceSafe.
	TOTALS	26	43	
RequisitePro	eZ-Audit	3	8	Yes
	Lender Payment Process Redesign	0	1	Yes, but requirements phase is complete. Project is not currently used.
	NSLDS II	3	3	Yes. Integrated with the NSLDS II Defect record type.
	TOTALS	6	12	

Tool Metrics for September (ClearQuest)



Project	Actual Project Usage by User*	Total Open Accounts by Project^	In Production (Yes/No)/ Comments
Application Excellence	6	32	Yes
COD	2	28	Yes. Team is using TSYS tracking tool.
CRM4FSA	0	13	Yes, but project is temporarily on-hold.
EAI/ITA	7	18	Yes
eCBS	N/A	10	Yes. The eCBS project is run through a separate schema repository. Usage results were not kept for this project.
ECM	45	141	No, in pilot phase until 9/30.
FSA Security	0	10	Tool usage is on-hold.
NSLDS II	4	14	Yes
Portals Rollout	7	17/14	Yes. They have 2 databases: PORTL and PRTL2. They are only currently using PRTL2.
SLC	0	8	Yes, but Lana Gourdine is the only user at this time.
TOTALS	70	(see comments to the right)	

* Total Project Usage is calculated based on the number of users with access to a given project that used ClearQuest (according to the hourly license usage tests) subtracted by 4. 4 is subtracted from the total because there are 4 ClearQuest SuperUsers who have access to all projects, so it cannot be determined which project they were actually accessing. Actual project usage may be higher if a user was never logged in when a license test was run.

^ Active Project Accounts is the number of ClearQuest users who have access rights to a particular project. Many users have access to multiple projects, so this column is not totaled. In all, there are **218 active ClearQuest user accounts** and 52 inactive.

Month	High Usage Users (logged in 10 times or more during given month)	Medium Usage Users (logged in 5 to 9 times during given month)	Low Usage Users (logged in 1 to 4 times during given month)	Total Users
September	8	16	36	60

Usage is based on the number of times each individual ClearQuest user was using a license during the hourly license tests during the given month.

Tool Metrics for September (License Usage)



Tool	Number of Times Users Logged In	Actual Users	Users Using Enterprise Licenses	Users Using AnalystStudio Licenses
ClearQuest	290	60	45	31
Unknown (ReqPro or ClearQuest)	69	18	14	6
TOTALS	359	78	59	37

This table is based on the hourly license server usage results gathered during September. It is not all inclusive and the number of actual user logins is likely much higher. But the other columns should give a fair representation of license usage.

Highest concurrent license usage during September: 12 (8 Enterprise licenses, 4 AnalystStudio licenses)

Available licenses: 26 (16 Enterprise licenses, 10 AnalystStudio licenses)

Highest concurrent usage statistics are based on the script set to check Enterprise and AnalystStudio license usage on the Rational box every half hour. The script ran 167 times between 9/10/02 and 9/26/02, the data set available for this deliverable. Only 4 times out of 167 data sets were more than 10 concurrent licenses being used of the 26 total available licenses. This slide will be expanded further in future deliverables to include information on average license usage per hour or day of the week as more license information is tracked. This information was acquired too late to be included in this deliverable in greater detail.

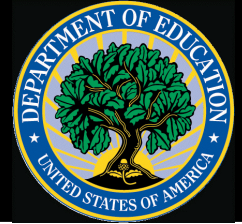
Project Status



	Design		Pilot		Implementation		Turnover to Production	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
ClearCase:								
EAI	3/31/02	5/15/02	N/A	N/A	5/15/02	5/31/02	7/15/02	7/12/02
eZ-Audit	10/18/02		N/A		TBD		TBD	
FMS	2/22/02	3/25/02	N/A	N/A	3/22/02	3/25/02	4/22/02	4/22/02
NSLDS II	9/13/02	9/18/02	N/A		10/18/02		10/18/02	
Portals Rollout	2/22/02	2/22/02	N/A	N/A	3/7/02	3/18/02	TBD	
ClearQuest:								
Application Excellence	3/15/02	3/17/02	N/A	N/A	3/29/02	3/29/02	4/30/02	5/16/02
CRM-4FSA	7/5/02	7/2/02	N/A	N/A	7/19/02	7/23/02	TBD	
COD	11/16/01	1/7/02	11/30/01	12/7/01	1/18/02	2/1/02	4/15/02	4/29/02
ECM	12/11/01	12/11/01	4/2/02	4/2/02	1/8/02	2/11/02	9/30/02	9/16/02
FSA Security	11/21/01	11/21/01	N/A	N/A	2/5/02	2/15/02	2/15/02	2/15/02
NSLDS II	8/30/02	8/29/02	N/A	N/A	9/4/02	9/3/02	9/11/02	9/6/02
Portals Rollout	2/22/02	2/22/02	3/1/02	2/28/02	3/22/02	3/7/02	3/22/02	3/7/02
SLC	2/22/02	2/20/02	N/A	N/A	3/8/02	3/6/02	3/6/02	3/6/02
RequisitePro:								
COD	5/1/02	5/1/02	N/A	N/A	5/15/02	5/15/02	TBD	
eZ-Audit	3/15/02	4/30/02	N/A	N/A	3/15/02	5/3/02	7/15/02	6/27/02
NSLDS II	9/4/02	9/4/02	N/A	N/A	9/11/02	9/10/02	9/11/02	9/10/02

NOTE: The EAI/ITA ClearQuest and the Lender Payment Process Redesign RequisitePro implementations are not included above since they predate the ModPartner Rational team.

Project Status Descriptions



■ ClearQuest

- **Application Excellence (In-Production)** – Lisa Phillips is the project administrator. Jay is helping her do analysis on their implementation to improve performance of their email rules beginning October 9th.
- **COD (In-Production but Inactive)** – The COD has discontinued use of ClearQuest for the time being. They are using the TSYS tracking tool.
- **CRM4FSA (On-hold)** – No new activity this period, the project is currently on-hold and so is their ClearQuest implementation.
- **EAI/ITA (In-Production)** – William Brownlow is now the project administrator; he replaces Josh Stauffer.
- **eCBS** – The schema repository and user database was transferred from Beacon to the VDC. A new schema repository and user database were created at the VDC to house this project. It is available from the desktop client and the web under the “e-cb” schema repository.
- **ECM (In-Production)** – Darrick Atkins is the project administrator for ECM. Release 2 was implemented on September 13th. The pilot phase has been completed and approved, and the ECM tool is now in production as of September 16th.
- **FSA Security (Completed but On-Hold)** – No new activity this period. Tool usage is still on-hold.
- **NSLDS II (In-Production)** – The NSLDS II ClearQuest schema is fully integrated with the NSLDS II RequisitePro project. The five different requirement types in ReqPro can all be linked to Defect record type records in ClearQuest and vice versa.

Project Status (continued)



- **Portals Rollout (In-Production)** – Met with Chris Lawson from the Portals Rollout team to kickoff development of a Change Request record type. The record type will be added to their existing schema. Requirements were completed on October 3rd and development of the record type will begin on October 8th. It is scheduled to be completed by October 10th and implemented by October 16th.
- **SLC (In-Production)** – No new activity this period. Lana Gouridine is the on-going system administrator of the tool and sole user.

■ ClearCase

- **EAI (In-Production)** – No new activity this period.
- **eZ-Audit (In-Progress)** – Completed initial review of the eZ-Audit ClearCase implementation. Will continue planning for this implementation over the next two weeks. Implementation date is TBD.
- **FMS (In-Production)** – No new activity this period.
- **NSLDS II (In-Development)** – ClearCase was installed on five Unix hosts. These installs are currently being validated. Installations will continue through October. Assuming account creation by the VDC is completed in the next few days, NSDLS II will be able to begin using their ClearCase implementation by October 18th. Over sixty account requests have been submitted, but there will only be twenty users initially. Configuration management and ClearCase processes and procedures development continued and will be ongoing. Also began version controlling JAVA and MicroStrategy artifacts.

Project Status (continued)



- **Portals Rollout (Completed but not currently being used)** – Began reviewing the Portals Rollout request for ClearCase services. Will continue reviewing this to try and help the team implement ClearCase.

■ RequisitePro

- **COD (On-Hold)** – No new activity this period. The team has not decided to go forward with RequisitePro yet.
- **eZ-Audit (In-Production)** – No new activity this period.
- **Lender Payment Process Redesign (In-Production)** – No new activity this period.
- **NSLDS II (In-Development)** – Completed the NSLDS II RequisitePro project on September 9th ahead of schedule. Five import files were imported into the Oracle database; one for each of the five different requirement types. The project is integrated with the NSLDS II ClearQuest Defect record type to allow integration of all five requirement types in ReqPro and defects in ClearQuest.

Issues and Action Items



Issue /Action Item	Resources	Target Date	Status Comments
ClearQuest web encounters a "ClearQuest busy" or "server busy" problem when concurrent users attempt to submit and/or modify records that trigger email rules.	The Rational team, VDC, and Rational Tech Support	Closed	A second round of stress tests on September 9 th for 2, 5, 10, and even 20 users encountered no errors of this nature. Tests with ReqPro were also run simultaneously to try and overload the server but all tests were successful.